



Self-Service Capabilities On-Line

Ability to:

- View paychecks
- Change W-4 Federal Tax Information
- Change direct deposit bank account or designate multiple accounts
- Change home address
- Change home phone numbers
- Change emergency contact information



Benefits Administration

Used on-line enrollment during last open enrollment period.

e-Benefits allows employee to view:

- Insurance summary
- Insurance beneficiary summary
- Dependents covered



Lessons Learned

- Release to a small group of people for testing in the beginning. This would allow any of the bugs to be flushed out.
- Try not to be on the bleeding edge -- PeopleSoft seemed to have a lot of bugs, most likely due to the self-service being new. Any bugs found were already resolved or quickly resolved by PeopleSoft.
- It was very helpful to define requirements up front.
- Try to stay vanilla, as upgrades can be a major pain.
- Some customization required for W-4 input capability relating to state regulations that use federal status and exemptions. PeopleSoft self-service just supports federal W-4 changes.